

Dear Commissioners:

Don't prevent states from fixing my cell phone problems. I am writing to oppose CG Docket No. 04-208 and WT Docket No. 05-194, which will unjustly take away the authority of states to tackle problems with cell phone service, including abusive cancellation penalties. Worse, the proposal will put in place a weak set of cell phone company-endorsed rules that offer no improvements in service or enforcement.

It's time to adopt policies that force cell phone companies to improve the level of service they provide to consumers. It is unfair that consumers are "duped" all of the time by hidden charges, and fees. There is always a reason/sometimes hilarious for the "extra" charges to our cell phone bills, charges that make NO sense...some that we are even unaware of! Gouge city! They even re-new our contracts with out us being asked/or informed! SO that when we discontinue service with them, they gouge us yet again with early termination fees and early termination on equipment, which results in hundreds and hundreds of dollars. This has personally happened to me & I was a customer to a large carrier company for 13 years! My old carrier starts with a "V".

So this injustice and nice blemish to your credit; does not happen to others, Cell phone companies need stricter guidelines, and penaltys when they don't abide to set guidelines.

Although CG Docket No. 04-208 purports to address consumer frustration with confusing cell phone bills, hidden fees and misleading advertising, the proposal does little for consumers. In the name of helping us, the agency is proposing to block states from passing their own pro-consumer laws. As bad, WT Docket No. 05-194 would bar state courts from enforcing state law when it comes to unfair and abusive cell phone contracts. That's going too far.

States are responding to consumer complaints. Don't stop them! And don't give in to adopting weak, industry-drafted rules in their place. The FCC should stand up to the cell phone industry, and respect states rights and strong consumer protections.

Sincerely,
MICHELLE ABALAZ